



Welcome to Vendor View!

The Information Center utilizes a program called Vendor View to communicate to our providers all service orders and information about clients in a secure, documented and traceable format. The Vendor Service Coordinator will call providers to initiate new services or to change a service schedule to check the provider's ability to staff the case, however, all documentation will be delivered through Vendor View. The Information Center requires all contracted in-home service providers to use Vendor View. Other providers, such as those offering only durable medical equipment or supplies (including personal emergency response systems) or chore services, have the option to participate in Vendor View via an internet connection or via fax. Please see the document "Advantages for Internet Vendors" which outlines the differences between fax and internet participation. The below FAQ's are based on internet participation with Vendor View.

Frequently Asked Questions

What is Vendor View?

Vendor View is a web based software built and supported by the Center for Information Management (CIM), the same company that provides our case management database and the laptop tool case workers use to collect their clients' assessment information. Vendor View provides an automatic, electronic information exchange through web/internet access or fax that is secure and HIPAA compliant, streamlines communications between the parties involved in the client's care, and ensures providers are promptly informed of all key events regarding a client's service.

How will Vendor View work?

Once a care manager or support staff enters new information for a client such as a new assessment, a change of address or phone, a change in care setting (ie hospital or nursing home) or a new or changed service order into our client database programs, an e-mail notice will be sent to the client's provider(s) stating a change has been posted and requesting the provider to log onto Vendor View. Logging onto Vendor View via the internet will allow users to view, save, or print the new client activity details and indicate their acknowledgement and acceptance of the information by "archiving" the notice or message. Vendor View also provides a secure online Message Board where provider staff can communicate with The Information Center staff and vice versa regarding the clients they serve. For each notice or message posted to the provider on Vendor View, the provider must 'check' a box to archive the notice or message acknowledging they have received or accepted the information. An important feature of Vendor View is that it creates an archive of all read and sent notices and messages providing a historical client record. Service orders that are not acknowledged in a timely manner will prompt the case worker to either select another provider to provide service, or in some instances, the case worker may try to follow-up by telephone.

Why require that contracted In-Home Service Providers use Vendor View?

Vendor View will address several challenging and costly issues in the operation of our case management programs by streamlining communications between case workers and providers. Vendor View's electronic information exchange provides up-to-date information to providers by allowing providers access to assessment information, service orders and schedules, care plan reports, care settings and case status for the clients the provider serves, and also allows providers to print the reports for their own files. Historical changes will also be accessible and traceable.

What is required of the provider to use Vendor View online?

- *personal computer or laptop with an internet (web) access*
- *minimum of one active email account and designated Vendor View User (we suggest two)*
- *a Vendor View Enrollment Agreement*

Will training & instruction be provided? Will there be a cost for training or support?

Vendor View offers an online demo upon login. Support can always be obtained from The Information Center at no cost as well.

Please keep this page for your records and complete the Vendor View Enrollment Form on the following page.

Vendor View Enrollment Form

Agency Name: _____

VV User w/ Other Waiver Agent?: Y or N circle one Which Agent?: _____

Contact Person: _____ Contact Phone: _____

Contact Email: _____@_____._____

***All contracted in-home service providers are required to enroll in the internet version of Vendor View.**
Other providers, such as those offering only durable medical equipment or supplies (including personal emergency response systems) or chore services, have the option to participate in Vendor View via an internet connection or via fax. Please see the document – “*Advantages for Internet Vendors*” which outlines the differences between fax and internet participation.

Connection Method: Internet* or Fax (Circle One)

~If choosing fax option, indicate Fax Information and stop here~

Fax number: _____ Dedicated Fax Line: Y or N (Circle One)

Vendor View User #1

Name: _____

Email Address: _____@_____._____

Choose Password: _____
(Cannot contain full first or last name of user, “password”, or begin with a number)

Vendor View User #2

Name: _____

Email Address: _____@_____._____

Choose Password: _____
(Cannot contain full first or last name of user, “password”, or begin with a number)

Each Vendor View User will receive a Welcome to Vendor View email with login information at the email address listed above.